liGo

BT 4000
SET UP & USER GUIDE

Find more user manuals and product information at **www.liGo.co.uk/manuals/**

GET £5 OFF*
your next purchase over £50
with voucher code:
liGo5reward
*Not in conjunction with any other offer

www.liGo.co.uk

TELEPHONES | HEADSETS | TWO WAY RADIOS
PERSONAL CARE | BABY MONITORS | AND MUCH MORE

For all the latest product news, reviews and advice from liGo, please visit **www.liGo.co.uk/blog/**

Block Nuisance Calls

Designed to block nuisance calls

Quick Set-up and User Guide

BT4000

Big Button Cordless Phone

Important – please read first

- Only use the line cord, power supply and rechargeable batteries supplied with your phone.
- Make sure that the power supply is connected to a known working socket.
- Connect your phone to the power supply and allow the batteries to charge for 24 hours before connecting the line cord to your telephone socket.
- To make sure you get the best range and reception from your handset, avoid interference by placing the base unit away from large metal objects such as fridge freezers and microwave ovens or electronic products such as computers and TVs.

Inductive coupler

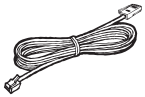
The BT4000 has an in-built inductive coupler for use with digital hearing aids.

1662 BT4000 UG [3].indd 2 09/04/2013 15:03

Check box contents

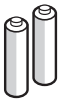
Handset

Base



Telephone line cord
(pre-installed)

Mains power adaptor
(item code 066270)



2 x AAA Ni-MH 550 mAh
rechargeable batteries
(already in handset)

Contents for each additional handset (multipacks only)

Handset

Charger

Mains power adaptor
(item code 066270)

2 x AAA Ni-MH 550 mAh
rechargeable batteries
(already in handset)

Important
Only use the mains power adaptors, cables and rechargeable batteries supplied in this box or this product might not work. Any replacement rechargeable batteries must be of the same type.
BT accepts no responsibility for damage caused to your BT4000 if you use any other type of batteries.

If you need some help, call us on **0800 145 6789*** or go to **bt.com/producthelp**

Quick set-up guide

Where to put your phone

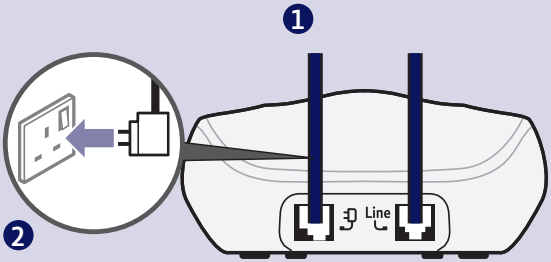
- Place the base within 3 metres of a mains power socket and 3 metres of a phone socket so the cables will reach.
- Make sure it's at least a metre away from other electrical appliances to avoid interference.
- Don't place the phone or base in a bathroom or other humid area.
- The product works by sending radio signals between the handset and base. The strength of the signal depends on where you position the base. Putting it as high as possible can help give you the best signal.

IMPORTANT

- Don't connect the phone line to a phone socket until the handset is fully charged.
- The base station should be plugged into the mains power socket all the time.

1 Plug in

1. Plug the mains power adaptor into the base.
2. Plug the other end of the power adaptor into the wall power socket and switch on.

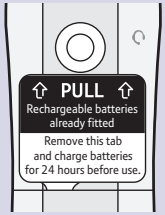


The phone line cord is pre-installed but don't plug the other end into the wall socket yet.

If you need some help, call us on **0800 145 6789*** or go to **bt.com/producthelp**

2 Activate the batteries and follow the Set-up wizard

1. Activate the batteries by pulling the plastic tab away from the back of the handset.



2. The Power on animation will start up and then the handset will check for a link with the base station, once found the screen will show Set time and date. The set-up wizard will take you through the steps for: setting the time and date, using Caller Display, setting call blocking and adding contacts to your phonebook.
   Select Yes by pressing the Left option button if you want to follow the set-up wizard prompt or select No by pressing the Right option button to continue to the next prompt until set up is complete.

Talk/Standby time
Under ideal conditions, the handset batteries should give up to 16 hours talk time or 180 hours standby on a single charge. (This doesn't mean you can unplug the base or leave the handset for this length of time without charge).

Please note that new Ni-MH rechargeable batteries don't reach full capacity until they've been in normal use for several days.

Battery Low warning
The icon will flash, you'll see the message Battery Low in the display and hear a warning beep every minute, to indicate that you need to recharge your handset. You can remove the display message by selecting Hide. If the battery charge completely runs out, the display will show Charge Batteries!. You must recharge the handset batteries before you can use the handset. If the charge completely runs out the handset will switch off. Place the handset on the base or charger to charge.

1662 BT4000 UG [3].indd 5 09/04/2013 15:03

Battery performance

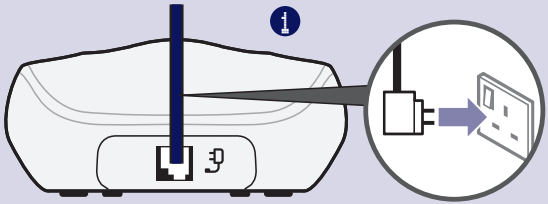
- To keep the batteries in the best condition, leave the handset off the base for a few hours at a time.
- Running the batteries right down at least once a week will help them last as long as possible.
- After charging your handset for the first time, subsequent charging time for the batteries is approximately 8 hours.
- The charge capacity of rechargeable batteries will go down over time, which will reduce the talk and standby time. Eventually they'll need replacing. For details on how to get replacement batteries, call the helpline on 0800 145 6789*.

3. Once set-up is complete your handset will display `Please check line cord`, place the handset on the base to charge until step 4.
4. After 24 hours, plug the phone line cord into the phone wall socket.

IMPORTANT
Charge the handset batteries for 24 hours or your phone might not work.

Set up your additional handsets (multi packs only)

1. For additional handsets and chargers: plug the mains power adaptor into the back of the charger and plug the other end into the mains wall socket and switch on the power.



If you need some help, call us on **0800 145 6789*** or go to **bt.com/producthelp**

2. Activate the batteries as explained on page 5. If you set the time and date on the first handset then it will be shared with all other handsets in your multi pack once you activate the batteries.
3. Place the handset on the charger to charge for 24 hours.

If you ever need to remove the batteries, simply slide open the battery compartment cover and ease out the batteries.

3 Go!

Your BT4000 is now ready for you to use

- For instructions on making a call, go to page 21.
- For help personalising your phone's settings, go to page 38.

Using your BT4000 on a broadband line?
If so, you need to fit an ADSL microfilter between the phone line cord and the phone socket. You can get BT ADSL microfilters from **bt.com/shop**

If you use BT Infinity you will not need to use an ADSL microfilter. For other types of broadband, please check with your provider if a microfilter is required.

1662 BT4000 UG [3].indd 7 09/04/2013 15:03

4 Block nuisance calls

The BT4000 can block calls from certain call types, e.g. international calls or from specific numbers to help prevent nuisance calls. You can store up to 10 specific blocked numbers. Calls from numbers stored in your blocked calls list cannot leave a message on your answer machine but calls blocked by call type can.

Please note, other products connected to the line are not compatible with this feature and will still ring.

You must subscribe to a Caller Display service from your network provider for the block nuisance calls feature to work. Charges may apply.

1. Select Menu, scroll Calls to Call control and press OK.
2. Press Calls until Block calls is displayed and press OK. You now have 2 choices:

   i) To block calls by type, when By call type is displayed, press OK. Press Vol. or Calls to display the call type you want: Int. national, Withheld numbers, No Caller ID or Payphone and press OK. Then press Vol. or Calls to display Allowed or Blocked and press OK to save.

1662 BT4000 UG [3].indd 8 09/04/2013 15:03

ii) To block calls by a specific number, press Calls to display By number and press OK. You will enter the block calls list, select Add and enter the number you want to block (or you can select Options and select a number from the phonebook or calls list) and select Save.

For more information on Call control settings, go to page 26.

For more information and general advice on handling unwanted calls please go to **bt.com/unwantedcalls**

5 Help

Most problems can be fixed with a few simple checks, you may find the answer in the Help section on page 54 or see our online frequently asked questions at **bt.com/producthelp** Alternatively, call the Helpline on 0800 145 6789*

If you cannot find the answer to your problem in this user guide, then please call our free Helpline on 0800 145 6789*. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

* Calls made from within the UK mainland network are free. Mobile and international call costs may vary.

1662 BT4000 UG [3].indd 9 09/04/2013 15:03

In this guide

Getting to know your phone

Handset buttons 14
Handset display/display icons 16
Finding your way around your phone 17
Menu map.....18
Base.....20

Using the phone

Switch the handset on or off.....21
Make an external call 21
Preparatory dialling 21
End a call.....21
Receive a call.....21
Call Waiting 22
Mute.....22
Incoming speech/Handsfree volume .23
Amplify 23
Make a handsfree call.....23
Answer a call handsfree.....24
Switch to handsfree during a call 24
Redial 24
Voicemail (1571) 24
Keypad lock.....25
Turn the handset ringer on or off.....25
Finding handset (Paging) 25

Call control settings

Set-up Do not disturb 26
Block nuisance calls 26

Phonebook

Store a contact 28
Character map 29

1662 BT4000 UG [3].indd 10 09/04/2013 15:03

Assign a ringtone to a contact.....29
View/dial a contact 30
Edit a contact entry.....30
Delete a contact 31
Delete all contacts 31
View the contact memory status.....31

Speed dial

Save a speed dial entry.....32
Dial a speed dial entry 32
Edit a speed dial entry.....33
Delete a speed dial entry 33

Caller Display and the Calls list

Caller Display.....34
Calls list.....34
Missed call notification.....35
View and access options in the Calls list 35
Save a Calls list entry to your contacts36
Delete an entry in or the entire Calls list.....36

Settings

Set the handset ringtone for external or internal calls 38
Set the handset ringer volume 38
Adjust the handset ringer tone 39
Turn the handset tones on or off 39
Change the handset display contrast .39
Turn the screensaver on or off.....40
Change the handset name.....40
Change the call settings 40
Set the base ringtone melody 41

1662 BT4000 UG [3].indd 11 09/04/2013 15:03

Set the base ringer volume 41
Set a PBX access code 42
Change the system PIN.....42
Reset the handset or base settings 43
Clear the handset or base user data...43

Clock/Alarm

Set the time format (12 or 24 hour) ..44
Set the time and date.....44
Set an alarm 45
Stopping the alarm when it goes off..45

BT Calling Features

Pre-stored numbers in the Calling Features menu.....46
Using Call Diversion.....46
Cancel Ringback 47
Using Call Waiting 47
Using Reminder call 48
Using Call barring.....48
Using Anonymous call reject.....49

Using additional handsets

Register an additional handset.....50
De-register a handset 51
Make an internal call between handsets.....52
Transfer a call.....52
Hold 3-way call 53
Help 54

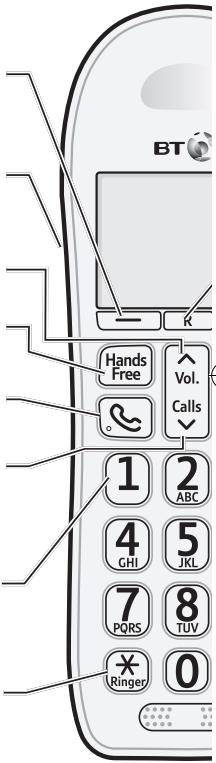
General information

Safety information 58
Cleaning.....59
Environmental.....59
How to recycle your equipment 59
Guarantee 60
Technical information.....61
Connecting to a switchboard 61
Recall (R).....61
R&TTE 61
Declaration of Conformance 61

1662 BT4000 UG [3].indd 13 09/04/2013 15:03

Getting to know your phone

Handset buttons



Left option button
In idle mode, press to enter the main menu.
Also use to access sub menus and confirm options shown on the display above the button.

3.5mm Headset socket (on side of handset)

Up/Volume
From home screen, press to change the ringer volume, see page 38.
In talk mode, press to increase the incoming speech volume.
In menu mode, press to scroll up through the options.

Handsfree
In idle mode, press to make or receive calls handsfree, see page 23.

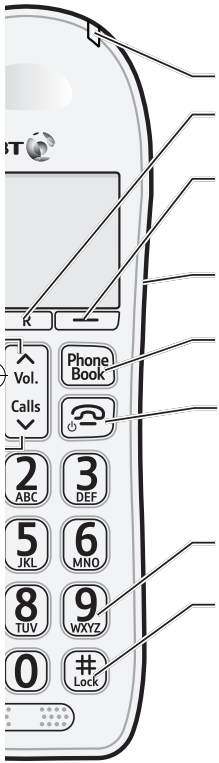
Talk
In idle mode, press to make and receive calls, see page 21.

Calls/Down
From home screen, press to open and scroll through the Calls list, see page 35.
In talk mode, press to decrease the incoming speech volume.
In menu mode, press to scroll down through the options.

1 (Speed dial)
From home screen, press and hold to dial BT 1571 or your stored speed dial number, see page 32.

*** Ringer**
Press and hold to turn the handset ringer on or off.

1662 BT4000 UG [3].indd 14 09/04/2013 15:03



Red LED Indicator

R (Recall)

R (Recall) for use with some BT Calling Features and when connected to a switchboard/PBX.

Right option button

Press to confirm the option displayed on the screen above the button, to delete or go back to the previous screen.

Amplify (on side of handset)

During a call, press to boost the incoming speech volume.

Phonebook

In idle mode, press to access your stored Contacts.

End call/on or off

Press to end a call.

In idle mode, press and hold to switch the handset on or off, see page 21.
In menu mode, press to return to home screen.

2-9 (Speed dial)

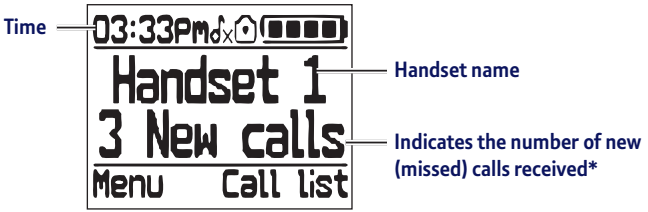
From home screen, press and hold buttons 2-9 to dial a stored speed dial number, see page 32.

#
Lock

Press and hold to lock or unlock the keypad.

1662 BT4000 UG [3].indd 15 09/04/2013 15:03

Handset display



Handset display icons

	Shows handset battery status. Scrolls when the handset is charging.
	Empty frame flashes when battery needs recharging.
UnMute/Mute	Indicates when Mute is on or off.
	The keypad is locked.
	Handset ringer is switched off.

* For full details of who has called you please make sure you have subscribed to Caller Display from your network provider.

1662 BT4000 UG [3].indd 16 09/04/2013 15:03

Finding your way around your phone

Your BT4000 has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the next page.

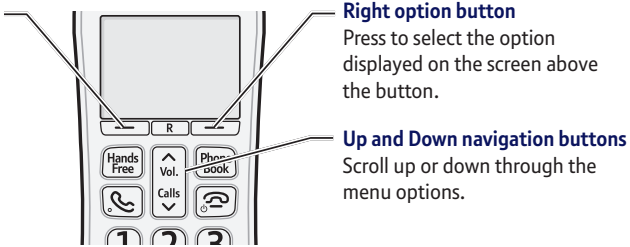
When the handset is switched on and at the home screen:

1. Select Menu by pressing the Left option button to open the main menu.
2. Use the Vol. or Calls button to scroll through the available menu options.
3. When the menu you want is displayed, select OK by pressing the Left option button.
4. Use the Vol. or Calls button to scroll through the available sub menu options. When the sub menu you want is displayed, select OK by pressing the Left option button.

   Select the Back option if you want to return to the previous screen.

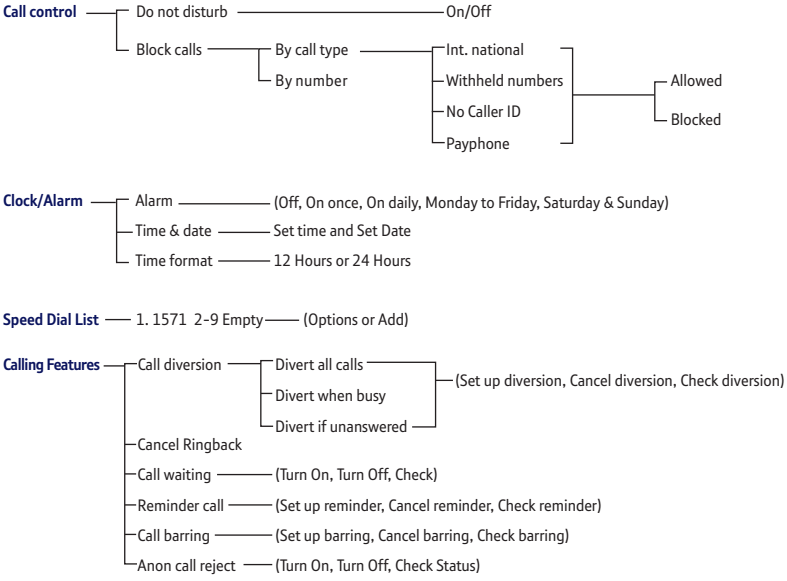
   To exit a menu and return to the home screen, press .

   If no buttons are pressed for 30 seconds, the handset returns to the home screen automatically.

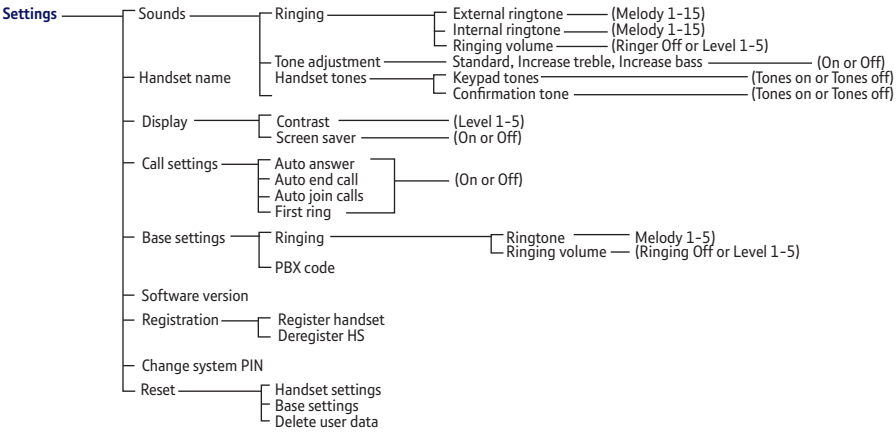

Left option button
Press to select the option displayed on the screen above the button.
Right option button
Press to select the option displayed on the screen above the button.
Up and Down navigation buttons
Scroll up or down through the menu options.
R
Hands Free
Vol.
Phone Book
Calls

1662 BT4000 UG [3].indd 17 09/04/2013 15:03

Menu map



1662 BT4000 UG [3].indd 18 09/04/2013 15:03



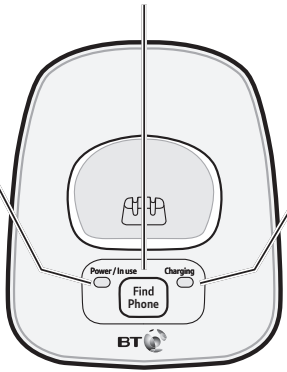
1662 BT4000 UG [3].indd 19 09/04/2013 15:03

Base

Find Phone
Press to ring all registered handsets, helpful for finding a missing handset, see page 25.

Also used during the registration process, see page 50.

Power In use light
On when there is power to the base. Flashes when the line is in use or registration is taking place.



Red charging light
Battery charging light. On when the handset is in the base charging.

1662 BT4000 UG [3].indd 20 09/04/2013 15:03

Using the phone

To switch the handset off

1. Press and hold until the handset turns off.

To switch the handset on

1. Press and hold until the handset turns on.

Make an external call

1. Press .
2. When you hear the dial tone, enter the number.

Preparatory dialling

1. Enter the number first. If you make a mistake select Clear by pressing the Right option button to delete the last digit.
2. Press to dial.

End a call

1. Press .

Receive a call

When you receive a call, the phone rings and the display shows Incoming call. If you've got a caller display service, the display shows the caller's number if it's available or the caller's name if it matches an entry stored in your phonebook's contact list.

1. Press to accept the call. Or, to accept the call in handsfree mode, press Hands Free.

Call timer

Your handset will automatically time your outgoing and incoming calls. The handset shows the length of time both during and for a few seconds after your call.

When you make a call, the green In use light on the base flashes.

Auto end

If auto end is set to On you can end a call by placing the handset back in the base If auto end is set to Off, you'll need to press to end the call. Auto end On is the default setting. See page 40.

Auto answer

If auto answer is set to On you can answer a call by lifting the handset off the base. If auto answer is set to Off, you'll need to lift the handset off the base and press too. Auto answer On is the default setting. See page 40.

1662 BT4000 UG [3].indd 21 09/04/2013 15:03

You can also press R to switch between calls.

Out of range warning

When the handset is out of range of the base, the display will show Searching for base..., the backlight will turn up to 100% to indicate the alert message and you will hear a warning tone. After 60 seconds the display will show No base link. Check base. You need to move back within range of the base station.

If you move out of range when you're on a call, you'll lose your connection. The handset will automatically re-connect to the base when you move back within range.

Call Waiting

If you've got a call waiting service and it is switched on, your phone will alert you to a second incoming call if you're already engaged on an external call.

To switch your call waiting service on or off, see page 47.

1. You'll hear the call waiting tone and if you also have caller display the display will show the number of the caller, or the name if it matches an entry in your contacts.
2. Select Switch by pressing the Left option button to answer the new call and your first caller is put on hold.
3. Select Switch to toggle between the two callers.
4. Press to hang up the current call.

Mute

During a call, you can talk to someone nearby without your caller hearing.

1. During a call, select Mute by pressing the Right option button. The display shows Call muted and your caller can't hear you.
2. Select Unmute to return to your caller.

1662 BT4000 UG [3].indd 22 09/04/2013 15:03

Incoming speech / Handsfree volume

During a call, you can adjust the handset incoming speech or loudspeaker volume. There are five levels. The default setting is Level 3.

1. Press Vol. or Calls to increase or decrease the volume. The first press will present the Call volume screen so you can see the current volume level. Subsequent presses will change the volume, you will hear the volume level with each press.

Amplify

During a call you can boost the incoming speech volume by pressing the **Amplify** button on the side of the handset. To turn off, press the button again. The volume will only be boosted during the call, once the call has ended the incoming speech volume will return to the previously set level.

Make a handsfree call

1. Enter the number then press Hands Free. is displayed. You hear your call over the handset loudspeaker. Press Hands Free to switch the call between the earpiece and the loudspeaker.
2. Press to end the call.

Handsfree

Handsfree lets you talk to your caller without holding the handset and means that other people in the room can listen to your conversation over the loudspeaker.

During a handsfree call, press Vol. or Calls to change the volume.

1662 BT4000 UG [3].indd 23 09/04/2013 15:03

Answer a call handsfree

When the phone rings:

1. Press Hands Free to answer the call. You will hear your caller over the loudspeaker.

Switch to handsfree during a call

1. During a call, press Hands Free to put the call on the loudspeaker. To switch handsfree off and return the call to the earpiece, press Hands Free again.

Redial

Telephone numbers that you have called are saved in the Calls list. There is not a separate redial list, all calls are saved in the Calls list. The Calls list holds up to 50 incoming (missed and answered) calls and 30 outgoing calls.

To redial a number, see 'View and access options in the Calls list' on page 35. You can also save a number you've called to your contacts, delete a number you've called or delete all numbers from the Calls list, see page 36-37.

Voicemail (BT 1571)

1. If you have subscribed to BT Answer 1571 you can press and hold 1 to listen to your messages.

1662 BT4000 UG [3].indd 24 09/04/2013 15:03

To lock the keypad

1. Press and hold Lock for 2 seconds. The handset gives a confirmation tone and `Keypad locked` is briefly displayed before returning to the idle screen with the icon displayed.

You can lock the keypad so that it can't be used accidentally while you're carrying it around.

With the keypad locked, you can still call the emergency services on 999 and 112 using preparatory dialling and you can still answer incoming calls and operate the in call features as normal. When the call is ended, the comes on again.

To unlock the keypad

1. Press and hold Lock for 2 seconds. The handset gives a confirmation tone and `Keypad Unlockd` is briefly displayed before returning to idle.

Turn the handset ringer on or off

1. Press and hold Ringer for 2 seconds to turn the handset ringer on or off. The display will briefly show `Ringer on or off` before reverting to the idle screen with the icon displayed if the ringer has been turned off.

Find handset (Paging)

You can ring a handset to help find it.

1. Press Find Phone on the base. All handsets registered to the base will ring and the screen will show `Here I am!` for up to 2 minutes.
2. To stop the ringing, press Find Phone on the base again or select End or press on any handset.

If you get an incoming call while you're paging a handset, the incoming call takes priority and paging will stop.

If the handset ringer is switched off on a handset, it will be temporarily switched back on so the handset can be found.

Paging calls can't be answered by a handset.

1662 BT4000 UG [3].indd 25 09/04/2013 15:03

Call control settings

When set to On, the base and handset ringer volumes (on all handsets registered to the base) will be set to Off. The handset backlight will not come on when the phone rings and the only tones that the handset will emit are the battery low and out of range warnings. The base call screening volume and message alert will also be set to Off.

You can set Do not disturb to On or Off. The default setting is Off.

When set to On, the idle screen will display DO NOT DISTURB instead of the number of missed calls or the handset name if there are no missed calls presented.

Please note, other products connected to the line are not compatible with this feature and will still ring.

For more information and general advice on handling unwanted calls please go to **bt.com/unwantedcalls**

Under the call control menu are the features Do not disturb and Block calls. Do not disturb allows calls to be received silently with minimal notification.

Set-up Do not disturb

1. Select Menu, scroll Calls to Call control and press OK.
2. Do not disturb is displayed, press OK.
3. Press Vol. or Calls to display On or Off and press OK to select. The chosen setting will be displayed and you will hear a confirmation tone.

Block nuisance calls

The BT4000 can block calls from certain call types, e.g. international calls or from specific numbers to help prevent nuisance calls. You can store up to 10 specific blocked numbers. Calls from numbers stored in your blocked calls list cannot leave a message on your answer machine but calls blocked by call type can.

1. Select Menu, scroll Calls to Call control and select OK.
2. Press Calls to display Block calls and press OK.

1662 BT4000 UG [3].indd 26 09/04/2013 15:03

You now have 2 choices:

i) To block calls by type, when By call type is displayed, press OK. You can now select which types of call you want Allowed or Blocked by using Vol. or Calls to display the call type: Int'l calls, Withheld numbers, No Caller ID and Payphone, pressing OK, then using Vol. or Calls to display Allowed or Blocked and pressing OK to save.

ii) To block calls by a specific number, press Calls to display By number and press OK. If the block calls list is empty, press Add and use the keypad to enter the number (or press Options to select a number from your phonebook or calls list) and press Save.

If there are numbers saved already, select Options. Add blocked number is displayed, press OK, enter the number (or press Options to select a number from your phonebook or calls list) and press Save.

The default setting is Allowed for all call types.

If you select Allowed, calls from this type of number will ring as normal. If you select Blocked, calls from this type of number will be presented silently.

When you enter the block calls list you can also edit or delete numbers you've stored previously by selecting Options and then pressing Vol. or Calls to display either Edit number or Delete number and pressing OK.

You must subscribe to a Caller Display service from your network provider for the block nuisance calls feature to work. Charges may apply.

1662 BT4000 UG [3].indd 27 09/04/2013 15:03

Phonebook

You must enter a name and a number for the contact to be stored.

Names can be up to 14 characters and numbers up to 24 digits.

Entering names
Use the keypad letters to enter names, e.g. to store Tom: Press 8 TUV once to enter T. Press 6 MNO three times to enter o. Press 6 MNO once to enter m.

Writing tips
To delete the last digit/ character entered, select Clear.

Press # Lock to switch between text entry modes: sentence case (Abc), upper case ABC), lower case (abc) or numeric (123).

Press 0 to insert a space.

To enter a pause in a contact number
When storing a number, press and hold 0 in the place where you want the pause.

To enter a recall in a contact number
When storing a number, press and hold R in the place where you want the recall.

You can store up to 100 entries in your list of phonebook contacts. Contact entries will automatically be copied to any other handsets you have registered to the base. Any change made on one handset will be updated on all other handsets.

The handset will come with some special numbers pre-stored. These will include Your BT Product Helpline, BT 118500, All handsets (if you have more than two handsets registered) and a list of the handsets registered to the base according to their default name/number (e.g. Handset 2 or 3 etc) or name if you have stored one.

Store a contact

1. From the home screen, press Phone Book.
2. Select Options. Add new contact is displayed, press OK.
3. Enter the new contact name using the keypad (see note opposite for help) then press Next and enter the number and press Save. The display will show Contact saved.

1662 BT4000 UG [3].indd 28 09/04/2013 15:03

Character map

1	& . , ' ? ! @ 1
2	a b c 2 à á â ã æ ç
3	d e f 3 è é ê ë ë
4	g h i 4 î ï ì í
5	j k l 5 £
6	m n o 6 ö ô ò ó õ ø ñ
7	p q r s 7 $ ß
8	t u v 8 ü ù ú û
9	w x y z 9
0	space 0 + £ $ # *
*	*
#	Changes text entry mode (sentence case, upper, lower or numeric)

Assign a ringtone to a contact

You can assign a specific ringtone to a contact you have saved so the ringtone will play when that contact calls you.

1. From the home screen, press Phone Book. Press Vol. or Calls to display the contact you want to assign a specific ringtone to and then select Options.
2. Press Calls until Assign ringtone is displayed and press OK.
3. Press Vol. or Calls to scroll through and listen to the available ringtones (Normal, Melody 1-15) and press OK to select the one you want. Ringtone save will be displayed.

There are 15 melodies to choose from (Melody 1-15) or Normal which is the standard ringtone that is first assigned when you save a contact in your phonebook.

1662 BT4000 UG [3].indd 29 09/04/2013 15:03

Searching alphabetically
You can alpha search for contact names by entering multiple characters, the search will be carried out on the beginning of the name only. e.g. enter Ja and names beginning with these two letters will be filtered. You can then scroll through the filtered list.

You cannot edit the special contact entries that the handset has pre-programmed in the memory.

View/dial a contact

1. From the home screen, press Phone Book to open your contact list.
2. Press Vol. or Calls to scroll through and view the entries.
3. To dial an entry, press the call key when the entry is displayed.

Edit a contact

1. From the home screen, press Phone Book.
2. Press Vol. or Calls to scroll to the entry you want to edit and select Options.
3. Press Calls to display Edit contact and press OK.
4. Edit the name by pressing Clear to delete characters and use the keypad to enter new ones. Then press Next to display the number and edit if necessary, using Clear to delete unwanted digits and enter any new ones, then select Save. The display will show Contact saved.

1662 BT4000 UG [3].indd 30 09/04/2013 15:03

Delete a contact

1. From the home screen, press Phone Book, then select Options.
2. Press Calls until Delete contact is displayed and press OK.
3. Delete from all h/sets? will be displayed, press Yes to confirm (or No to cancel). Contact deleted will be displayed.

Delete all contacts

1. From the home screen, press Phone Book, then select Options.
2. Press Calls until Del all contacts is displayed and press OK.
3. Delete from all h/sets? will be displayed, press Yes to confirm. All contacts deleted will be displayed.

View the contact memory status

1. From the home screen, press Phone Book, then select Options.
2. Press Calls until Memory status is is displayed and press OK.
3. The display will show how many contacts have been saved and the maximum number that can be saved e.g. 4 contacts (100 max.).

You cannot delete the special contact entries that are pre-programmed in the contacts list.

1662 BT4000 UG [3].indd 31 09/04/2013 15:03

Speed dial

You can allocate a name and number to each of the Speed dial buttons 1 to 9 WXYZ. Button 1 is pre-programmed with 1571 but you can delete this and replace it with an entry of your choice. Once a Speed dial entry has been stored you can simply press and hold the Speed dial button to automatically dial the number stored under it.

When you save a Speed dial entry it is individual to the handset you are saving it on, it will not be copied to any other handsets you have registered to the base.

If you try to save a Speed dial entry under a Speed dial button that has already been populated, the display will show `Replace number?` and you will hear an error tone. You can either overwrite the existing entry by selecting `Yes` or you can press and hold a different Speed dial button or select `No`.

Save a Speed dial entry

1. From the home screen, enter the telephone number you want to store.
2. Then, either:

   Press and hold the Speed dial button 1 to 9 WXYZ you want to store the number under.

   Or,

   Select `Options`, scroll Calls to display `Set as speed dial` and press `OK`. Scroll Calls to the speed dial location number you want (1-9) and select `Save`.

   The display will show `Saved as speed dial x` (x being the Speed dial button).

Dial a Speed dial entry

1. Either, press and hold the Speed dial button 1 to 9 WXYZ under which the entry you want to dial is stored.

   Or, Select `Menu`, scroll Calls to display `Speed Dial List` and press `OK`. Scroll Calls to display the entry you want then press the call key. The number will be dialled automatically.

Edit a Speed dial entry

1. Select Menu, scroll Calls to display Speed Dial List and press OK.
2. Press Vol. or Calls to display the entry you want to edit and select Options.
3. Edit speed dial is displayed, press OK.
4. Edit the number by selecting Clear to delete digits and then enter any new digits. Select Save. Saved as speed dial x will be displayed.

Delete a Speed dial entry

1. Select Menu, scroll Calls to display Speed Dial List and press OK.
2. Press Vol. or Calls to display the entry you want to delete and select Options.
3. Scroll Calls to display Delete speed dial and press OK.
4. Are you sure? is displayed, select Yes. Speed dial x deleted will be displayed.

1662 BT4000 UG [3].indd 33 09/04/2013 15:03

Caller Display and the Calls list

You'll need to subscribe to your network provider's Caller Display service for this feature to work. You might have to pay a fee. For more information on BT Calling Features, call BT free on 0800 800 150.

To make sure the caller's name is displayed, make sure you've stored the full telephone number in your contacts list, including the dialling code. You can store more than one number for the same caller.

There are some incoming calls where a number is not displayed and a network message is recorded instead:

`Unavailable` = number is unavailable

`Withheld` = number has been withheld

`International` = international number

`Operator` = call from the operator

`Payphone` = call from a payphone

`Ringback` = a ringback call

Caller Display

If you've subscribed to a Caller Display service, you'll be able to see your caller's number on your handset display (provided it's not withheld) before you answer a call. If your caller's name is stored in your contacts list and it matches the number calling, you'll see the caller's name instead. If you haven't subscribed to a Caller Display service `Incoming call` will be displayed when you receive a call. If you receive a call from a number you have stored in your Blocked calls list `Blocked` will be shown on the top line of the display when you view the call in the calls list.

Calls list

The Calls list holds up to 50 incoming (missed and answered) calls and 30 outgoing calls. The date and time of the call is also stored. If you haven't subscribed to a Caller Display service, `No number` will be displayed in the Calls list for incoming calls but the time and date will still be recorded.

Calls are listed in chronological order with the most recently received/made call at the top of the list.

1662 BT4000 UG [3].indd 34 09/04/2013 15:03

When the list is full and a new call is received/made, the oldest entry will be deleted automatically. The Calls list can hold numbers up to 24 digits and names up to 14 characters.

Missed call notification

If an incoming call has been missed (i.e. not answered), the handset display will indicate this with the message `1 new call`. You can clear the notification by viewing the calls list on any handset registered to the base. The Missed notification will still be presented on the top line of the display for missed calls in the calls list so you can differentiate between calls. See Calls list indicators opposite.

View and access options in the Calls list

1. Press Calls. The most recent entry is at the top of the list. (If there are no entries `Calls list empty` will be displayed.
2. Press Vol. or Calls to scroll through and view the list.
3. To dial an entry, when the entry you want is displayed, press .

Calls list indicators

Displayed on top line:

`Missed` = missed incoming call

`Answered` = incoming call received and answered

`Dialled` = outgoing call made

`Blocked` = blocked call (for incoming calls only)

Displayed next to the time:

® = some part of the call was recorded

When the Calls list is open, press Vol. to scroll from the newest call to the oldest, or press Calls to scroll from the oldest call to the newest.

1662 BT4000 UG [3].indd 35 09/04/2013 15:03

For more information and general advice on handling unwanted calls please go to **bt.com/unwantedcalls**

To block the number, when the entry you want is displayed, select Options, scroll Calls to Block number and press OK. Blocked number saved will be displayed.

The number you selected to block is highlighted, select Save.

Save a Calls list entry to your contacts

1. Press Calls then press Vol. or Calls to display the entry you want and select Options.
2. Save number is displayed (or press Calls to display Save number if needed), press OK.
3. Enter the contact name and press Next.
4. The number will be displayed, (edit if necessary by selecting Clear to delete digits and enter any new ones). Select Save to save the entry.

If you have more than one handset registered to the base, all data is synchronised across handsets. Therefore, if you save a calls list entry to your contacts it will be saved on all handsets.

Delete an entry in or the entire Calls list

1. Press Calls, then if you want to delete just one entry, press Vol. or Calls to display the entry and select Options. To delete the entire list, simply select Options.

1662 BT4000 UG [3].indd 36 09/04/2013 15:03

2. Press Calls to display either Delete call or Delete all calls and press OK. Call deleted will be displayed if you have deleted one entry, if you chose to delete all then you will need to confirm by selecting Yes.

If you have more than one handset registered to the base, data is synchronised across all handsets. Therefore, if you delete a calls list entry on one handset it will be deleted on all handsets.

1662 BT4000 UG [3].indd 37 09/04/2013 15:03

Settings

Choose from 15 handset ringtones: 10 polyphonic and 5 standard. The default external ringtone is Melody 1 and the internal ringtone is Melody 2.

There are 5 handset ringer volume levels plus Ringer Off. The default setting is Level 3. If you turn the ringer off, the icon will be displayed on the home screen.

As a quick way to turn the handset ringer off, press and hold Ringer.

Handset settings

Set the handset ringtone for external or internal calls

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Sounds is displayed, press OK. Ringing is displayed, press OK.
3. Press Vol. or Calls to display either External ringtone or Internal ringtone and press OK.
4. Press Vol. or Calls to display and listen to the melodies and press OK to select your choice. Saved will be displayed.

Set the handset ringer volume

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Sounds is displayed, press OK. Ringing is displayed, press OK.
3. Press Calls to display Ringing volume and press OK. Press Vol. to increase the volume or Calls to decrease or turn the ringer off. Press OK to save.

1662 BT4000 UG [3].indd 38 09/04/2013 15:03

Adjust the handset ringer tone

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Sounds is displayed, press OK. Press Calls to display Tone adjustment and press OK.
3. Press Vol. or Calls to display either Standard, Increase treble or Increase bass and press OK. Saved is displayed.

Turn the handset tones on or off

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Sounds is displayed, press OK. Press Calls to display Handset tones and press OK.
3. Press Vol. or Calls to display Keypad tones or Confirmation tone and press OK.
4. Press Vol. or Calls to display Tones on or Tones off and press OK. Saved is displayed.

Change the handset display contrast

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Display and press OK.

There are two handset tones: keypad tones and confirmation tones. You can turn these on or off, the default setting is On.

Keypad tones: when turned on, you will hear a beep after each button press.

Confirmation tones: when turned on, you will hear a tone after each successful action or after an error has occurred. This does not include the battery charging tone when the handset is placed on the base/charger, low battery or out of range warnings or tones used in calls such as Call Waiting or Call Intercept.

There are 5 contrast levels to choose from. The default setting is Level 3.

1662 BT4000 UG [3].indd 39 09/04/2013 15:03

3. Contrast is displayed, press OK.
4. Press Vol. or Calls to select the level you want, then select OK.

Turn the screensaver on or off

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Display and press OK.
3. Press Calls to display Screen saver and press OK.
4. Press Vol. or Calls to display On or Off and press OK to save.

Change the handset name

A handset name can be a maximum of 12 characters. If you name your handset, the handset number will be removed, e.g. instead of saying Kitchen 1 the name would just be Kitchen. To revert back to the default handset name (Handset x), delete all the characters and select Save.

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Handset name and press OK.
3. Edit the name by selecting Clear to delete the characters, then enter the new name and select Save.

Change the call settings

The default setting for all call settings is On.

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Call settings and press OK.

1662 BT4000 UG [3].indd 40 09/04/2013 15:03

3. Press Vol. or Calls to display either Auto answer, Auto end call, Auto join calls or First ring and press OK.
4. Press Vol. or Calls to display On or Off and press OK to save.

Base settings

Set the base ringtone melody

Choose from 5 base ringtones. The default is Melody 1.

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Base settings and press OK.
3. Ringing is displayed, press OK.
4. Ringtone is displayed, press OK. Press Vol. or Calls to display and listen to the melodies and press OK to save your choice.

Set the base ringer volume

There are 5 base ringer volume levels plus Ringer off. The default is Level 3.

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Base settings and press OK.
3. Ringing is displayed, press OK.
4. Press Calls to display Ringing volume and press OK. Press Vol. to increase the volume or Calls to decrease or turn the ringer off. Press OK to save.

If Auto answer is set to On you can answer a call by lifting the handset off the base. If it's set to Off, you'll need to lift the handset off the base and then press . If Auto end is set to On you can end a call by placing the handset back in the base.

If Auto end is set to Off, you'll need to press to end the call.

With Auto join calls set to On you can automatically join an existing call from another registered handset without being invited to join the call, you can simply press to join.

1662 BT4000 UG [3].indd 41 09/04/2013 15:03

With First ring set to Off, an incoming external call will be displayed visually before the handset(s) start to ring for the second burst of ringing.

If you wish to revert to not using a PBX access code, you need to go into the PBX code menu and delete all the digits by selecting Clear, then select Save.

PBX access code

If you're connected to a switchboard, you might need to enter an access code (e.g.9) before each number is dialled. Your BT4000 can store an access code which is automatically dialled before each number.

Set a PBX access code

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Base settings and press OK.
3. Press Calls to display PBX code and press OK.
4. Enter the number you want (maximum of 4 digits) and select Save.

Change the system PIN

The default system PIN is 0000. You can change this to your own preferred 4-digit code.

The system PIN is used when changing certain settings and for registration/de-registration.

If you make a mistake, select Clear to delete a digit.

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Change system PIN and press OK.
3. If the current PIN is 0000, you will be prompted to enter the new 4 digit PIN, then press OK. (Or, if the current PIN is not 0000, you will be prompted to enter the old (current) 4 digit PIN first and then select OK. Then follow the prompts and enter the new 4 digit PIN).
4. Enter the new 4 digit PIN again and select OK. The display will show New system PIN saved.

1662 BT4000 UG [3].indd 42 09/04/2013 15:03

Reset the handset or base settings

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Vol. to display Reset and press OK.
3. Handset settings is displayed, press OK or press Calls to display Base settings and then press OK.
4. Handset settings? or Base settings? is displayed, select Yes.
5. Resetting settings is displayed while the reset takes place. Once finished <Handset or Base> settings reset is displayed.

Delete the handset and base user data

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Vol. to display Reset and press OK.
3. Press Vol. Calls to display Delete user data and press OK.
4. If the current system PIN is not 0000 you will be prompted to enter the PIN then press OK. If it is 0000, you will continue straight to step 5.
5. Delete from all h/sets? is displayed, select Yes to confirm (or No to cancel).
6. Deleting user data... is displayed. Once finished, All user data deleted is displayed.

If you reset the handset settings all the handset settings will return to their default settings, e.g. the handset name, ringer melody, all volume levels, display and alarm settings.

If you reset the base settings all the base settings will return to their default settings, e.g. the base ringer melody, all volume levels and PBX access codes.

If you delete the handset and base user data all your contacts and the calls list will be deleted.

1662 BT4000 UG [3].indd 43 09/04/2013 15:03

Clock/Alarm

If you didn't set the time and date when you first set-up your phone then you will need to do so before you can set an alarm. The clock will also be displayed on the handset screen in idle mode.

If you have subscribed to a Caller Display service the time and month will be set when you receive your first call but you will still need to set the year.

The default time format is 12 hour.

You must enter the full date: day, month and year.

Set the time format (12 or 24 hour)

1. Select Menu, scroll Calls to display Clock/Alarm and press OK.
2. Press Calls to display Time format and press OK.
3. Press Vol. or Calls to display either 12 Hours or 24 Hours and press OK. Saved is displayed.

Set the time and date

1. Select Menu, scroll Calls to display Clock/Alarm and press OK.
2. Press Calls to display Time & date and press OK.
3. Enter the time and select Next. Enter the date and select Save. Saved is displayed.

1662 BT4000 UG [3].indd 44 09/04/2013 15:03

Set an alarm

1. Select Menu, scroll Calls to display Clock/Alarm and press OK.
2. Alarm is displayed, press OK.
3. Press Vol. or Calls to display the alarm frequency you want: Off, On once, On daily, Monday to Friday or Saturday & Sunday then press OK.
4. Enter the alarm time and select Save. Press Vol. or Calls to select the alarm melody and press OK. Alarm on <time> is displayed.

If you select Off the display will show Alarm off and you will hear a confirmation tone.

If you set an alarm the display will show the time and frequency setting after you select Save.

Stopping the alarm when it goes off

When the alarm goes off, the selected melody will play at an ascending volume, the handset backlight will flash and the display will show the alarm time. The alarm will sound for 30 seconds and then the handset will return to idle, if the alarm isn't stopped or set to snooze, it will sound once more after 1 minute.

To stop the alarm, press or select Stop.

To activate a ten minute snooze, select Snooze or any other button (except or Stop). You can set snooze as many times as you want until you select Stop.

If an incoming call is received while the alarm is going off, the alarm notification will immediately stop and the incoming call will be shown on the display. The alarm will not resume.

1662 BT4000 UG [3].indd 45 09/04/2013 15:03

BT Calling Features

You need to subscribe to the specific BT Calling Feature to be able to use some of these services. You might have to pay a fee.

For more details on BT's Calling Features, go to bt.com/callingfeatures, refer to the user guide supplied when you subscribed to the services of your choice or call BT free on 0800 800 150.

If you're not connected to the BT network, some of these features may not be available. Call diversion services might allow other divert options. Please contact your telephone network provider for details.

Call Diversion will divert incoming calls to another number of your choice. You can choose all calls to be diverted or calls only to be diverted when the line is busy or only calls that are not answered.

You can easily access a number of BT Calling Features using the Calling Features menu.

Pre-stored numbers in the Calling Features menu

Call Diversion	Reminder call
Ringback	Anonymous Call Reject
Call Waiting	

Using Call Diversion: set up, cancel or check status

1. Select Menu, scroll Calls to display Calling Features and press OK.
2. Call Diversion is displayed, press OK.
3. Press Vol. or Calls to display the diversion option you want: Divert all calls, Divert when busy or Divert if unans.. and press OK.
4. Press Vol. or Calls to display either: Set up diversion, Cancel diversion or Check diversion and press OK.
5. If you selected Set up diversion, you will need to enter the telephone number to divert to (or press Phone Book and select the number from your contacts), then select Set up. If you chose Cancel diversion or Check diversion, the service will be called, follow the spoken instructions or listen for confirmation/status.

1662 BT4000 UG [3].indd 46 09/04/2013 15:03

Cancel Ringback

1. Select Menu, scroll Calls to display Calling Features and press OK.
2. Press Calls display Cancel Ringback and press OK.
3. The service will be called and the display will show Cancelling. Follow the spoken instructions or listen for confirmation/status.

With the ring back feature you can get an automatic call back from an engaged number. No need to dial a busy number over and over again. Just dial 5, wait for a confirmation message and hang up. Your phone will keep trying the busy number for up to 45 minutes.

Using Call Waiting

1. Select Menu, scroll Calls to display Calling Features and press OK.
2. Press Calls until Call waiting is displayed, press OK.
3. Press Vol. or Calls to display either Turn on, Turn off or Check and press OK. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Call Waiting lets you know if another person is trying to call you while you're on another call. If a second caller rings, you will hear a beep in the handset earpiece. If you've subscribed to Caller Display, the display will show the caller's details as well.

1662 BT4000 UG [3].indd 47 09/04/2013 15:03

Reminder call lets you book an alarm call. Like an alarm clock, except it lets you book an alarm call days in advance. Set repeat reminders every day or as a one-off call to remind you of a specific event.

Using Reminder call

1. Select Menu, scroll Calls to display Calling Features and press OK.
2. Press Calls until Reminder Call displayed, press OK.
3. Press Vol. or Calls to display either: Set up reminder, Cancel reminder or Check reminder and press OK. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Using call barring

The type of calls you can bar are: All outgoing calls, Int'l. Nat & Mobile calls, Bar Int'l calls, Operator calls & texts, * and # calls and Premium rate calls.

1. Select Menu, scroll Calls to display Calling Features and press OK.
2. Press Calls until Call barring is displayed and press OK.
3. Press Vol. or Calls to display either: Set up barring, Cancel barring or Check barring and press OK.
4. If you selected Set up barring you will need to press Vol. or Calls to display the type of calls you want to bar then press OK. If you selected Cancel or Check barring the service will be called. Follow the spoken instructions or listen for confirmation/ status.

1662 BT4000 UG [3].indd 48 09/04/2013 15:03

Using Anonymous Call Reject

1. Select Menu, scroll Calls to display Calling Features and press OK.
2. Press Calls until Anony call Reject is displayed, press OK.
3. Press Vol. or Calls to display either: Turn on, Turn off or Check and press OK. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Anonymous call reject blocks calls from withheld or anonymous numbers. If a caller withholds their number, they won't be able to get through to you.

For more information and general advice on handling unwanted calls please go to **bt.com/unwantedcalls**

1662 BT4000 UG [3].indd 49 09/04/2013 15:03

Using additional handsets

You can register up to five GAP compliant handsets to your BT4000 base to extend your phone system without needing to install telephone extension sockets for each new phone.

If a handset becomes un-registered it will need to be registered to the base again. Please register this handset will be displayed, select OK then follow the instructions starting from point 4 below.

You have 2 minutes to complete the registration process. After 2 minutes the In use light on the base will stop flashing.

If registration isn't successful the first time, please try again incase the base registration period ran out of time.

If there are already five handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one.

If you've bought a BT4000 multiple pack, any additional handsets come pre-registered to the base. However, if you purchase an additional handset separately, you must register it to your BT4000 base before it can be used.

Register an additional handset

1. Select Menu, scroll Vol. to display Settings and press OK.
2. Press Calls to display Registration and press OK.
3. Register handset is displayed, press OK.
4. Press & hold 'Find Phone' on base is displayed.
5. Press and hold Find Phone on the base until you hear a beep and the In use light starts to flash.
6. The handset will display Registering handset... to indicate the base is in registration mode. If the system PIN is not 0000 then you will be prompted to enter it, then select OK.
7. Once registration is successful the handset will show Handset x registered (with X being the assigned handset number). The handset will then synchronise data with any other registered handsets, e.g. contacts, speed dials and handset names.

1662 BT4000 UG [3].indd 50 09/04/2013 15:03

De-register a handset

1. Select Menu, scroll Calls to display Settings and press OK.
2. Press Calls to display Registration and press OK.
3. Press Calls to display Deregister HS and press OK.
4. Press Vol. or Calls to display the handset you wish to de-register and press OK.
5. If the system PIN is not 0000 then you will be prompted to enter it, then select OK. If it is 0000, you will continue straight to point 6.
6. The display will show will show Please wait... and once successful De-registered.

Registering another make of handset to your BT4000 base

If you want to register another make of handset (i.e. not a BT4000 handset) to your BT4000 base you will need to follow the Registration instructions that came with the handset first and then continue with the base part of the registration procedure (as shown in point 4 on page 50). Please note that registering other types of handset will only provide limited compatibility i.e. you may only be able to make and receive calls on the additional handset.

1662 BT4000 UG [3].indd 51 09/04/2013 15:03

You can also choose All handsets if you want to call all handsets registered to the base. If a handset answers, the handset name will be displayed on your screen.

If an external call is received while an internal call attempt is being made, the internal call will be abandoned and all handsets registered to the base will ring and display the external call information.

Make an internal call between handsets

If you have more than one handset registered to the base, you can make internal calls between two handsets.

1. Press Phone Book, then press Vol. to scroll through and display the handset you want to call, then press .
2. The receiving handset will ring and your handset name will be presented on the screen. To answer they need to press . If it is not answered after 30 seconds, you will see Handset unavailable on your display.
3. Press Phone Book to end the call.

You can also choose All handsets if you want to call all handsets registered to the base. If a handset answers, the handset name will be displayed on your screen.

If the internal call is not answered after 30 seconds you will see Handset not available on your display and you will be returned to your external caller.

Transfer a call

You can transfer an external call to another handset registered to the base.

1. During a call, select Options, then press Calls to display Transfer call and press OK.
2. If you have one other handset it will ring, if you have more than one other handset you can press Vol. or Calls to display the handset you want, then select Call and it will ring. Your external call will be put on hold.

1662 BT4000 UG [3].indd 52 09/04/2013 15:03

3. When the other handset answers you can announce the call and then select Transfer or press to transfer the call.

Hold a 3-way call

Using your handset, you can hold a 3-way call with two external callers. Or, you can hold a 3-way call between 2 internal handsets and 1 external caller. Once the 3-way call is in progress other handsets registered to the base can join the call by pressing .

1. During a call, select Options. Multi call is displayed, press OK.
2. Either enter the number you want to call or press Phone Book and scroll to the number you want or the internal handset you want and then press to call. When the second call is answered, the first external caller will be put on hold.
3. Select Join and all callers will be joined in a 3-way call.

1662 BT4000 UG [3].indd 53 09/04/2013 15:03

Help

Phone doesn't work

- Have you activated the batteries correctly? See page 5.
- Check that the mains power is correctly connected.

No dial tone or line cord error message displayed on screen

- Is the telephone cord plugged into the base and phone wall socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Can't make or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Check that product call barring is not active – see page 48.
- Has there been a power cut? If so, place the handset back on the base for ten seconds and try again. If it still doesn't work, disconnect the batteries and mains power for ten minutes, then reconnect and try again.

You have a dial tone, but the phone won't dial out

- If you're connected to a switchboard, check whether you need to dial an access code, see page 42.

Handset doesn't ring

- The ringer volume may be switched off, see page 38.
- Check that the mains power is correctly connected.
- Do Not Disturb may be switched on, see page 26.
- Block nuisance calls may be switched on, see page 26.
- Make sure the handset is registered to the base, see page 50.

1662 BT4000 UG [3].indd 54 09/04/2013 15:03

No display

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries.

Range icon flashes

- Make sure the handset is registered to the base, see page 50.
- Check that the mains power is correctly connected to the base.
- Check that the handset is within range of the base.
- If the batteries are low, place the handset on the base/charger to recharge.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your BT4000 base may be on the line and Auto Join is switched off, please see page 40.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider? See page 34.
- The caller may have withheld their number.
- Network may not have the callers number information.
- An exact name/number match was not found in your contacts. Check that you've stored the full STD dialling code.

1662 BT4000 UG [3].indd 55 09/04/2013 15:03

Can't register a handset to a base

- You can register up to five handsets to your BT4000 base and you can register your BT4000 handset to up to four bases. Check that you've not exceeded the limits.
- Check that you've entered the correct system PIN number (default PIN 0000).
- Check that you're at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Do Not Disturb may be switched on, see page 26.
- Block nuisance calls may be switched on, see page 26.
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line.
  If you are a BT customer then please call 0800 800 151 or your network provider if you still have problems.

1662 BT4000 UG [3].indd 56 09/04/2013 15:03

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes other electrical equipment can interfere with your BT4000 if it's placed too close. We recommend that you place your BT4000 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline

If you're still having problems, call us on **0800 145 6789*** or go to **bt.com/producthelp**

General sales enquiries

- BT Residential lines – call **150**. BT Business lines – call **152**.
- For non BT line customers, call **0800 800 150** (residential) or **0800 800 152** (business).
- Additional handsets available to purchase from the Helpdesk on **0800 145 6789***.

Billing enquiries

Please see the phone number shown on your BT bill.

1662 BT4000 UG [3].indd 57 09/04/2013 15:03

General information

Important

This equipment is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

Replacing the handset batteries

After a time, you might find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Open the battery compartment cover.
2. Lift the battery out and remove the batteries. Replace with two new AAA Ni-MH 550mAh rechargeable batteries.
3. Replace the battery compartment cover.

Caution

Don't immerse batteries in water, throw them into a fire or dispose of them with ordinary domestic refuse.
BT accepts no responsibility for damage caused to your BT4000 by using any other types of batteries.
There is a risk of explosion if incorrect batteries are fitted.

Safety information

- Only use the power supply suitable for the BT4000. Using an unauthorised power supply will invalidate your guarantee and may damage the phone. The item code for the base mains power supply is 066270 . If you've bought a multiple pack, the item code for the charger mains power supply is 066270.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT4000 Helpline on 0800 145 6789*.
- Don't open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 145 6789* for all repairs.
- If the keypad is locked, it is still possible to make calls to 999 and 112 emergency numbers by dialling the number then pressing .
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close.
- It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

1662 BT4000 UG [3].indd 58 09/04/2013 15:03

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on any surface susceptible to heat damage.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

How to recycle your equipment

The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin.

It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Warning

You won't be able to call 999 from this phone if there's a power cut, so make sure you've got another way to call for help in an emergency.

1662 BT4000 UG [3].indd 59 09/04/2013 15:03

Guarantee

Your BT4000 is guaranteed for 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT4000 or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

Guarantee conditions

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee doesn't cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period

Prior to returning your product, please read the Help section beginning on page 54 or contact the BT4000 Helpline on **0800 145 6789***. Additional answers to frequently asked questions are available from **bt.com/producthelp**

In the unlikely event of a defect occurring, the helpdesk will issue a Fault Reference Authorisation (FRA) number and instructions for replacement or repair. Please note you will need the FRA number before returning the product. This does not affect your statutory rights.

Outside of the 12 month guarantee period

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's recommended repair agent Discount Communications on **0800 980 8999** or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will issue a Fault Reference Authorisation number and ask you to return the product to your original place of purchase. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries.

1662 BT4000 UG [3].indd 60 09/04/2013 15:03

Technical information

How many telephones can I have?
All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT4000 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

Connecting to a switchboard

Switchboard compatibility
This telephone may be connected to most types of switchboard, however in the event of any difficulties, consult your switchboard Service Provider.

Recall (R)
Recall is used when connected to certain switchboards/ PBXs and some BT Calling Features, or those services available via your network provider. The BT4000 supports time break recall but not earth loop recall.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

Declaration of Conformance

Hereby, BT declares that this BT4000 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you would like a copy of the Declaration of Conformance, please visit **bt.com/producthelp**

For your records

Date of purchase:

Place of purchase:

For guarantee purposes, proof of purchase is required, so please keep your receipt.

Enter your base system PIN here:

[/ / /]

1662 BT4000 UG [3].indd 61 09/04/2013 15:03

For a Better Future

We're always looking to make our products last longer and use less power, so we don't have such a big impact on the environment.

To find out about what we are doing, visit **bt.com/betterfuture**

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2013.
Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
Printed in China.

Designed by The Art & Design Partnership.

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0800 145 6789*.

* Calls made from within the UK mainland network are free. Mobile and international call costs may vary.

BT4000 (04/13) Issue 1

MIX
From responsible sources
FSC® C109831

1662 BT4000 UG [3].indd 64 09/04/2013 15:03